

MULTI-CHANNEL MEDIA INDEPENDENT SERVER

Mingtse Chen
Anil K. Annadata
Leon Chan

5 ABSTRACT OF THE DISCLOSURE

The present invention provides method, computer system, system and database for communicating using multiple communication channels of different media types. The method include obtaining an event communicated via an incoming communication channel, where the event corresponds to a work item available to an agent. A notification of the work
10 item is provided via the user interface. The method includes receiving an activation of a work item object of the user interface, where the work item object is associated with the work item. The method includes issuing a command associated with the activation of the work item object to an outgoing communication channel. The user interface enables the agent to work using different communication channels while presenting a consistent interface
15 independent of the media type of the communication channel.